SS 44 (Rev. 12/07, N3 5/08)

#### CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS		DEFENDANTS			
WILLIAM F. WALKE	R	NCO FINANCIAL SYSTEMS, INC.			
	e of First Listed Plaintiff	County of Residence of First Listed Defendant			
(c) Attorney's (Firm Na	me, Address, Telephone Number and Empil Add	Iress) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE			
Craig Thor Kimmel, E Kimmel & Silverman, 30 E. Butler Pike Ambler, PA 19002		I.AND INVOLVED. Attorneys (If Known)			
(215) 540-8888		<b>_</b>			
II. BASIS OF JURISI	OICTION (Place an "X" in One Box Only)	III. CITIZENSHIP OF PRINCIPAL PARTIES(Place an "X" in One Box for Plaintiff			
D 1 U.S. Government Plaintiff	3 Federal Question (U.S. Government Not a Party)	(For Diversity Cases Only) and One Box for Defendant) PTF DEF Citizen of This State			
2 U.S. Government Defendant	☐ 4 Diversity  (Indicate Citizenship of Parties in Item III)	Citizen of Another State			
	:	Citizen or Subject of a			
IV. NATURE OF SUI	T (Place an "X" in One Box Only)	Foreign Country			
CONTRACT	TORTS	TOTAL STATES			
□ 110 Insurance □ 120 Marine □ 130 Miller Act □ 140 Negotiable Instrument □ 150 Recovery of Overpayment ← Enforcement of Judgment □ 151 Medicare Act □ 152 Recovery of Defaulted Student Loans ← (Excl. Veterans) □ 153 Recovery of Overpayment of Veteran's Benefits □ 160 Stockholders' Suits □ 190 Other Contract □ 195 Contract Product Liability □ 196 Franchise □ 210 Land Condemnation □ 220 Foreclosure □ 230 Rent Lease & Ejectment □ 240 Tents to Land □ 245 Tent Product Liability □ 290 All Other Real Property	Slander 368 Asbestos Persona 310 Federal Employers' Liability Liability 340 Marine 345 Marine Product Liability 371 Truth in Lending 350 Motor Vehicle Property Damage Product Liability 385 Property Damage 368 Asbestos Persona Injury Product Liability 370 Other Fraud 371 Truth in Lending 380 Other Personal Property Damage 385 Property Damage	G20 Other Food & Drug   G25 Drug Related Scizure   G1 Froperty 21 USC 88   G25 Drug Related Scizure   G1 Froperty 21 USC 88   G30 Liquor Laws   G40 R.R. & Truck   G30 Liquor Laws   G40 R.R. & Truck   G40 Deportation   G40 R.R. & Truck   G40 Deportation   G50 Airline Regs.   G60 Occupational   G40 R.R. & Truck   G40 Deportation   G40 R.R. & Truck   G40 Deportation   G40 R.R. & Truck   G40 Deportation   G40 Recketer Influenced and   Corrupt Organizations   G40 Deportation   G			
SR1 Original ☐ 2 R		4 Reinstated or 5 Transferred from 6 Multidistrict 7 Judge from Magistrate 1 invariant 1 i			
Proceeding S	Appellate Court  Cite the U.S. Civil Statute under which you a	(specify) Judgment			
VI. CAUSE OF ACTI	ON Brief description of cause:	re filing (Do not elte jurisdictional statutes unless diversity):			
****	Fair Debt Collection Practices A				
VII. REQUESTED IN COMPLAINT:	CHECK IF THIS IS A CLASS ACTION UNDER F.R.C.P. 23	N DEMAND S CHECK YES only if demanded in complaint:  JURY DEMAND:   Yes  No			
VIII. RELATED CAS	SE(S) (See instructions): JUDGE	DOCKET NUMBER			
Explanation:					
8-2-10					
DATE SIGNATURE OF ATTORNEY OF RECORD					

# UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA DESCRIPTION						
FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to assignment to appropriate calendar.	be used by counsel to indicate the category of the case for the nurpose of					
A A Grand						
Address of Defendant: 501 Prudential Kind, Hurshrum DA 190111						
Place of Accident, Incident or Transaction: 2439 Lone Street	C					
(Ilse Payme C.J. P.	Sacramento CA 95864					
Does this civil action involve a nongovernmental corporate party with any present	· · · · · · · · · · · · · · · · · · ·					
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a)	and any publicly held corporation owning 10% or more of its stock?					
	Yes No C					
Does this case involve multidistrict litigation possibilities?  RELATED CASE, IF ANY:	¥ =					
Case Number:	Yesu NoLI					
	Date Terminated:					
Civil cases are deemed related when yes is answered to any of the following questions:						
1. Is this case related to property included in an earlier numbered suit pending or within one yes						
2. December 2.	ar previously terminated action in this court?					
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior su action in this court?	Yeso No[1]					
and any county	nt pending or within one year previously terminated					
3. Does this case involve the validity or infrience.	V 11 17					
3. Does this case involve the validity or infringement of a patent already in suit or any earlier nu terminated action in this court?	mbered case pending or within one year previously.					
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4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	one Char					
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CIVIL: (Place in ONE CATEGORY ONLY)	Yes No No					
reveral Question Cases						
1. Indemnity Contract, Marine Contract, and All Other Contracts	B. Diversity Jurisdiction Cases:					
a. C PELA	1. □ Insurance Contract and Other Contracts					
3. ☐ Jones Act-Personal Injury	2. Airplane Personal Injury					
4. □ Antitrust	3. D Assault, Defamation					
5. □ Patent	4. ☐ Marine Personal Injury					
6. □ Labor-Management Relations	5. D Motor Vehicle Personal Injury					
	6. D Other Personal Injury (Please					
7. Civil Rights	specify)					
8. D Habeas Corpus	7. D Products Liability					
	8. Products Liability — Asbestos					
9. Securities Act(s) Cases	9. All other Diversity Cases					
10. Social Security Review Cases						
11. DAll other Federal Question Cases   5 U.S. Cg 1692 (Please specify)	(Please specify)					
ARRITO ATION CONTINUES						
I. Craig That Limme! ARBITRATION CERTIFIC (Check Appropriate Categor	-A					
G Pursuantho Local Civil Rule 53.2 Section 3(a)(3) the counsel of record do hereby certify:	(7)					
O Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and belief  Relief other than monetary damages in south.	the damages recoverable in this civil action case exceed the sur-					
Relief other than monetary damages is sought.	and exceed the sint of					
DATE: 8:2-10						
1 July Incontimme	_ 57100					
NOTE: A trial de poyo will be a trial built	Attorney I.D.#					
NOTE: A trial de novo will be a trial by jury only if there has	been compliance with F.R.C.P. 38.					
certify that, to my knowledge, the within case is not related to any case now pending or within xcept as noted above.	OHE VEGE Browlevel. 4					
6-2	previously terminated action in this court					
MATE: 82-10 Craig This Diagnol	r-1					
	5/100					
IV. 609 (6/08)	Attorney I.D.#					

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

### CASE MANAGEMENT TRACK DESIGNATION FORM

Telephone	FAX Numi	oer .	E-Mail Address	
215) 540-8888	800-863-		,	w.com
8,2-10 Date	Craig The	(Kimmel	Milliam F. V Attorney for Kimmelo creditle	Valke
(f) Standard Management -	Cases that do not	fall into any on	e of the other tracks.	W
(e) Special Management – (commonly referred to as the court. (See reverse smanagement cases.)	complex and that	t need special or	intense management by	( )
(d) Asbestos – Cases involv exposure to asbestos.	ing claims for per	sonal injury or p	property damage from	()
(c) Arbitration - Cases requ	ired to be designa	ited for arbitratio	on under Local Civil Rule	53.2. ( )
(b) Social Security - Cases and Human Services der				( )
(a) Habeas Corpus - Cases	brought under 28	U.S.C. § 2241 t	hrough § 2255.	()
SELECT ONE OF THE F	OLLOWING CA	SE MANAGEN	MENT TRACKS:	
In accordance with the Civiplaintiff shall complete a Cafiling the complaint and servide of this form.) In the designation, that defendant the plaintiff and all other pato which that defendant beli	ase Management I we a copy on all dest event that a defer shall, with its first arties, a Case Man	Frack Designation Fendants. (See § Indant does not a It appearance, sub- It agement Track I	on Form in all civil cases a 1:03 of the plan set forth or gree with the plaintiff re- point to the clerk of court a	t the time of n the reverse garding said and serve on
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William F. Wal	Ker	:	CIVIL ACTI	OIN

(Civ. 660) 10/02

#### UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

WILLIAM F. WALKER,
Plaintiff

v.

NCO FINANCIAL SYSTEMS, INC.,
Defendant

Complaint And Demand For Jury Trial

(Unlawful Debt Collection Practices)

#### **COMPLAINT**

WILLIAM F. WALKER ("Plaintiff"), by his attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

#### INTRODUCTION

1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA").

#### JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

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- Defendant conducts business in the State of Pennsylvania and 3. therefore, personal jurisdiction is established.
  - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
- 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

#### **PARTIES**

- 6. Plaintiff is a natural person residing in California with a mailing address of 2439 Ione Street, Sacramento, CA 95864.
- Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 7. 1692a(3).
- 8. Defendant is a national debt collection company with corporate headquarters located at 507 Prudential Road, Horsham, Pennsylvania, 19044.
- 9. Defendant is a debt collector as that term is defined by 15 U.S.C. § 1692a(6), and sought to collect a consumer debt from Plaintiff.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

#### PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute that prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and

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provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- In particular, the FDCPA broadly enumerates several practices 12. considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing

laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.

14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

#### **FACTUAL ALLEGATIONS**

- 15. At all pertinent times hereto, Defendant was hired to collect a consumer debt allegedly owed by Plaintiff.
- 16. The alleged debt at issue arose out of transactions which were primarily for personal, family, or household purposes.
- 17. Plaintiff was first contacted by Defendant concerning the alleged debt via telephone call on April 12, 2010.
- 18. In this call, Defendant failed to notify Plaintiff of his rights and privileges under the law, and threatened legal action as a result of nonpayment.
- 19. Moreover, to this day of August 2, 2010 Defendant has failed to send Plaintiff anything in writing.
- 20. As a result, Plaintiff remained unaware of how the debt was accrued, and the rights he is entitled to exercise under the FDCPA.
- 21. Since the initial correspondence, Defendant has continued to call Plaintiff numerous times a week.
  - 22. In each of these calls, Defendant fails to notify Plaintiff of the name

of the caller, the name of the company from which he or she is calling from, and that the call is indeed from a debt collector attempting to collect a debt.

- 23. Plaintiff called Defendant and requested verification of the debt and/or a copy of the bill.
  - 24. Defendant failed to produce any such form.
- 25. In addition, Plaintiff also requested a written notice of Defendant's debt collection efforts.
- 26. Defendant also failed to produce this documentation, telling Plaintiff, "the debt notifications are sent out in batches, and you will get something in the mail someday."
- 27. Amidst this deception, Defendant also reported Plaintiff's debt to Experian, a credit reporting agency.
- 28. Failing even to follow through on the threat of legal action, Defendant's actions in attempting to collect the alleged debt were, in more ways then one, significantly deceptive.

#### CONSTRUCTION OF APPLICABLE LAW

29. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).

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30. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).

31. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

# COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

32. In its actions and methods to collect a disputed debt, Defendant violated the FDCPA in the following ways:

- a. Engaging in conduct of which the natural consequence is to harass, oppress, or abuse Plaintiff in connection with the collection of the alleged debt, in violation of 15 USC § 1692d;
- b. Causing a telephone to ring or engaging Plaintiff in telephone conversation repeatedly or continuously with intent to annoy, abuse, or harass, in violation of 15 USC § 1692d(5);
- c. Placing calls without meaningful disclosure of the caller's identity, in violation of 15 USC § 1692d(6);
- d. Using false, deceptive, or misleading representations or means in connection with the collection of any debt, in violation of 15 U.S.C. § 1692e;
- e. Threatening to take action that cannot legally be taken or that is not intended to be taken, in violation of 15 USC § 1692e(5);
- f. Failing to, within five days after the initial contact with Plaintiff in connection with the collection of the alleged debt, send the consumer a written notice containing any of the following: the amount of the debt, the name of the creditor to whom the debt is owed, a statement that unless the consumer disputes the validity of the debt within 30 days of the initial communication the debt will be assumed to be valid, a statement that if the consumer disputes the debt in writing within the 30 day period the debt collector is required to verify the debt, a statement that, upon written request within

the 30 day period, the debt collector will provide the consumer with the name and address of the original creditor, in violation of 15 USC § 1692g(a), 15 USC § 1692g(a)(1), 15 USC § 1692g(a)(2), 15 USC § 1692g(a)(3), 15 USC § 1692g(a)(4), 15 USC § 1692g(a)(5);

- g. By acting in an otherwise deceptive, unfair and unconscionable manner and failing to comply with the FDCPA.
- 33. As a result of the above violations of the FDCPA, Defendant is liable to Plaintiff in the sum of Plaintiff's actual damages, statutory damages, and attorney's fees and costs.

WHEREFORE, Plaintiff, WILLIAM F. WALKER, respectfully prays for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for each violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. 

  § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

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DATED: August 2, 2010

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## **DEMAND FOR JURY TRIAL**

PLEASE TAKE NOTICE that Plaintiff, WILLIAM F. WALKER, demands a jury trial in this case.

## CERTIFICATION PURSUANT TO L. CIV. R. 11.2

I hereby certify pursuant to Local Civil Rule 11.2 that this matter in controversy is not the subject of any other action pending in any court, arbitration or administrative proceeding.

RESPECTFULLY SUBMITTED,

KIMMEL & SILYERMAN, P.C..

By:

Craig Phor Kimmel Attorney ID # 57100 Kimmel & Silverman, P.C. 30 E. Butler Pike Ambler, PA 19002

Phone: (215) 540-8888 Fax: (215) 540-8817

Email: kimmel@creditlaw.com